



STATE OF MICHIGAN
DEPARTMENT OF EDUCATION
LANSING


RICK SNYDER
GOVERNOR

MICHAEL P. FLANAGAN
STATE SUPERINTENDENT

December 17, 2012

MEMORANDUM

TO: State Board of Education

FROM: Michael P. Flanagan, Chairman 

SUBJECT: Presentation on the Implementation of the Michigan Online Educator Certification System (MOECS)

The Office of Professional Preparation Services (OPPS) is responsible for processing and issuing over 50,000 educator certificates, licenses, permits, and authorizations annually. It is important for OPPS to have the capability to maintain a database that can house over 750,000 records, as well as process and issue certificates in a user friendly, efficient, and expedient manner.

In April 2011 the Michigan Online Educator Certification System (MOECS) was launched to replace the outdated License 2000 database system. MOECS is a completely automated electronic database that allows Michigan educators to view and track their certification information by creating an online account. This online account allows educators to view their certification information, apply for new certificates, renew and print their certificates, and enter professional development activities.

The OPPS goal is to provide quality customer service in an effective and efficient manner. On March 21, 2012, OPPS invited 60,000 educators, school users, and educator preparation institutions to participate in an online customer satisfaction survey. Nearly 7,600 individuals voluntarily took the survey. Attachment 1 is the survey questions and Attachment 2 is the analysis of the results of the survey.

The OPPS staff is pleased to present information on the implementation of MOECS to the State Board of Education.

STATE BOARD OF EDUCATION

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**Office of Professional Preparation Services
Feedback About the Michigan Online Educator
Certification System (MOECS)**

1. I am a(n)
 - ☐ Educator Or applying to be an educator
 - ☐ School district/school
 - ☐ Teacher Preparation Institution
 - ☐ Substitute staffing agency
 - ☐ Charter School Management Company
2. Did you complete your educator preparation program at a Michigan Institution?
 - ☐ Yes
 - ☐ No
3. Gender
 - ☐ Male
 - ☐ Female
4. Age:
 - ☐ 18-20
 - ☐ 31-40
 - ☐ 41-50
 - ☐ 51+
5. Which types of applications have you applied for the last time you visited MOECS?
 - ☐ Teaching and/or Occupational Certification
 - ☐ School Administrator Certification
 - ☐ School Counselor Certification
 - ☐ School Psychologist Certification
 - ☐ School Nurse Certification
 - ☐ Obtaining a Permit/Authorization
 - ☐ Applying for an additional endorsement
 - ☐ Other, please specify:
6. How would you rate your knowledge and use of technology
 - ☐ Poor, "I can barely use the telephone."
 - ☐ Below Average
 - ☐ Average
 - ☐ Good
 - ☐ Excellent. "I buy as many new newfangled gadgets as I can."



7. How would rate your experience registering with the Michigan Education Information system (MEIS)?
- ☐Poor
 - ☐Fair
 - ☐Good
 - ☐Excellent
8. How would you rate your option of printing your own certificate
- ☐Extremely not convenient
 - ☐Label 2
 - ☐Neutral
 - ☐Label 4
 - ☐Extremely Convenient
9. Has MOECS decreased, increased, or has not changed your work-load?
- ☐Decreased
 - ☐Increased
 - ☐Has not changed
 - ☐N/A (No prior experience)
10. How would you rate your experience applying for an educator certificate or applying for an additional endorsement etc. using MOECS?
- ☐Poor
 - ☐Fair
 - ☐Good
 - ☐Excellent
11. How would you rate MOECS' user-friendliness and navigations?
- ☐Poof
 - ☐Fair
 - ☐Good
 - ☐Excellent
12. How can we improve this system and make it more user-friendly?
13. How would you rate your overall experience using MOECS?
- ☐Poor
 - ☐Fair
 - ☐Good
 - ☐Excellent
14. Please include any suggestions or comments.

Office of Professional Preparation Services
**Feedback about the Michigan Online Educator
 Certification System (MOECS)**


1. I am a(n):

educator OR applying to be an educator		6963	92%
school district/school		444	6%
Teacher Preparation Institution		61	1%
Substitute staffing agency		42	1%
Charter School management company		28	0%
Total		7538	100%




2. Did you complete your educator preparation program at a Michigan Institution?

Yes		6422	86%
No		1076	14%
Total		7498	100%








3. Gender

Male		1684	22%
Female		5844	78%
Total		7528	100%

4. Age:

18 - 30		1259	17%
31 - 40		2516	33%
41 - 50		2189	29%
51+		1585	21%
Total		7549	100%

5. Which types of applications have you applied for the last time you visited MOECS:

Teaching and/or Occupational certification		5705	76%
School Administrator Certification		495	7%
School Counselor Certification		152	2%
School Psychologist Certification		114	2%
School Nurse Certification		6	0%
Obtaining a permit/Authorization		138	2%
Applying for an additional endorsement		345	5%
Other, please specify		510	7%
Total		7465	100%

6. How would you rate your knowledge and use of technology

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Poor, "I can barely use the telephone."	Below Average	Average	Good	Excellent. "I buy as many new newfangled gadgets as I can."
	1	2	3	4	5
	14 0%	154 2%	1547 20%	4340 57%	1507 20%

7. How would you rate your experience registering with the Michigan Education Information System (MEIS)?





Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Poor	Fair	Good	Excellent
	352 5%	1599 21%	4212 55%	1436 19%

8. How would you rate your option of printing your own certificate





Actions | ▼

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Extremely not convenient		Neutral		Extremely Convenient
	1	2	3	4	5
	383 5%	412 6%	2557 35%	1439 20%	2577 35%





9. Has MOECS decreased, increased, or has not changed your work-load?

Decreased		1763	23%
Increased		1060	14%
Has not changed		3493	46%
N/A (No prior experience)		1220	16%
Total		7536	100%
875 Responses			

10. How would you rate your experience applying for an educator certificate or applying for an additional endorsement etc. using MOECS?

1 Poor		473	6%
2 Fair		1670	22%
3 Good		3920	52%
4 Excellent		1536	20%
Total		7599	100%





11. How would you rate MOECS' user-friendliness and navigation?

1 Poor		559	7%
2 Fair		1902	25%
3 Good		3809	50%
4 Excellent		1329	17%
Total		7599	100%

13. How would you rate your over all experience using MOECS?

Actions



1 Poor		344	5%
2 Fair		1600	21%
3 Good		4237	56%
4 Excellent		1418	19%
Total		7599	100%

Open-ended Survey Questions and Selected Responses

12. How can we improve this system and make it more user friendly? (2,804 responses collected – Sample responses below)

- I had no idea that I could apply immediately on Jan. 1, 2012 (The year I needed to renew my Professional Certificate.). Things have changed greatly since 1991 and I found the process both convenient and user friendly. I applied on 1-04-2012 and received my Teacher Renewal via mail. Later I found that I could just print it directly from the site. It is a great improvement for busy educators! Thank you.
- It is great once you find it. It was difficult to find on the mi.gov website.
- The idea of printing your own certificate is a great idea!
- This is the first time I have used the system and I thought it was great! It simplified the process and the certificate was issued quickly.
- Awesome! Way better than Colorado
- Make it easier to find the website. I am 23 and a recent college graduate. I'm "good with computers and technology". When I applied about a year ago, I found it very difficult to locate the MOECS site. Even on the site dedicated to teacher certification on the MDE website it was difficult to find the link. I had nearly as much difficulty locating it the second time. I can only imagine how those who are more hesitant with technology are managing. Once at the site, I had little trouble. It was locating it that was the issue.

14. Please include any suggestions or comments.

- This is much better than the first two times I applied for my teaching certificate, but you could still use improvements as far as specific end user friendly directions. It's nearly impossible to find on the MDE website (along with everything else)...I have looked into applying for my Administrator Certificate, but I am still confused as to how after spending time on the MDE website. This is a problem.
- Sometimes it was difficult to navigate to the exact spot I needed to be in order to renew the certificate. Perhaps it would be easier if there were a step-by-step procedure one could print and then follow in order to complete.
- It would be nice if at the end confirmation they let you know how long, once everything is in, how long it would take to get your certificate. I do like though that you can check up on your certification renewal.
- I was surprised that my certificate was approved in less than 2 minutes. WOW. Technology is a beautiful thing!!!